

Views from the shopfloor

Life working in the travel trade can be hard...here are some real-life views of working life in the travel trade:

"I have been working for T[homas] C[ook] for 17 years and earn the staggering annual sum of £7,560 for working 22 and a half hours a week."

Letter in Travel Trade Gazette, 4 June 2004.

"The pay is too low and we're treated as worthless."

Poll by Amadeus, a global distribution systems supplier, cited in Travel Weekly, 25 August 2003

"I cannot see how my current situation will allow me to earn a living wage, despite being a high performer."

Survey in Travel Weekly, 31 May 2004

"I am 45 years old, an assistant manager in a retail agency with 20 years experience and earn £11,500. What a joke - they get more on the till at Tesco."

Survey in Travel Weekly, 31 May 2004

"You really have to love your job as there are not many bonuses any more."

TSSA survey of members in First Choice, 2002

"I get angry the company I work for does not value experience. Instead they prefer to employ youngsters and send work abroad to India, making many loyal and experienced colleagues redundant."

Survey in Travel Weekly, 31 May 2004

"I have been in the trade for 24 years, all spent in independent agencies. Salaries are woeful and do not in any way reflect our experience and professionalism."

"Have employers ever tried to apply for a mortgage on that kind of salary? When are employers going to look after good and loyal staff and recognise it is our experience that is going to pull them through the next couple of years."

Letter in Travel Weekly, 3 November 2003

"There is no pay structure, people doing the same job can be paid differently."

TSSA survey of members in First Choice, 2002